MPDR DELEGATE ACCESS
For DELEGATES

MONTANA PRESCRIPTION DRUG REGISTRY
Check the history. It matters.

MPDR DELEGATE ACCESS For DELEGATES

Please read "Introduction to MPDR Delegate Access" before proceeding.

HOW TO USE THIS DOCUMENT

Please review this entire document before logging in to the MPDR. Individual pages can be used as reference sheets or checklists while completing tasks in the MPDR's online service. Each task is illustrated with screen shots, and screen functions are explained.

IMPORTANT FACTS ABOUT BEING AN MPDR DELEGATE:

- The MPDR contains HIPAA-protected healthcare information, and Delegates are required to protect the confidentiality of the MPDR's data.

- A Delegate's Supervising Provider must log in to the MPDR's Enroll/Manage Delegates portal and create an online relationship before the Delegate can access the MPDR Database.

- An MPDR Delegate is only authorized to search the MPDR's online patient history of controlled substance prescriptions for a patient who is under the care of the Delegate's Supervising Provider.

- An email notification will be sent when a new Delegate Relationship has been created; this email will contain a required code called Delegate ID.

- The first time a Delegate logs in to the MPDR, they must:
  - Create their own ePass Montana User Name and Password.
  - Enter their Delegate ID, last name and YY/MM of birth.
  - Accept the MPDR's Terms of Use.

- Each Delegate will typically have only one Delegate ID. If a Delegate has more than one Supervising Provider, each

Supervisor must create a separate online relationship using the same Delegate ID.

- Delegates will receive the following email notifications from the MPDR's online service:
  - A relationship has been created with a new Supervising Provider.
  - An active relationship will expire in the near future.
  - An active relationship has expired or has been terminated by a Supervising Provider or by an MPDR Facility Manager or an MPDR Department Manager.
  - An inactive relationship has been re-activated.
  - The Delegate's MPDR access has been blocked by the Board of Pharmacy.

- Delegates can contact the MPDR for assistance by emailing pdrassistance@egovmt.com or by calling 406-449-3468, Option 0.

- The misuse of MPDR privileges, or improper disclosure of MPDR information, may result in a license disciplinary action against the Supervising Provider; civil proceedings may also be initiated against the Delegate and/or the Supervising Provider, pursuant to 37-7-1513 MCA.

ADDITIONAL CONTENTS OF THIS DOCUMENT:

Click on links below to view the related sections.

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HOW TO LOGIN TO THE MPDR

1. Go to the MPDR's home page: www.MPDR.mt.gov to log in. Note that there are several links at the top of the page with information and instructions on using the MPDR program.

2. Sign in to Search Patient History.

3. Log in using an ePass Montana User Name and Password. These credentials are created by the Delegate, and MPDR staff does not have access to this information. Refer to the online instructions for assistance.

4. During initial login only, identify the user as a Delegate.
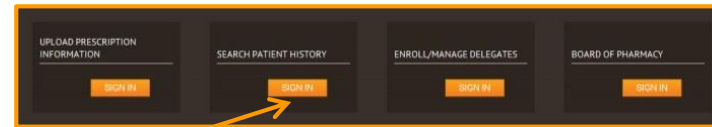
5. During initial login only, enter the Delegate ID and other required information. The Delegate ID is included in the MPDR's email notification about new Supervising Providers. Note that the name is case sensitive.

HOW TO MANAGE AN MPDR ACCOUNT

After logging in to the MPDR, click "Edit My Account" at the top of the page.

Delegates can modify the following information:

• Change the name on the MPDR account.

• Change the Delegate Type code when job responsibilities change.

• Change the email address associated with individual MPDR relationships. A Delegate may direct email correspondence to separate email addresses for each relationship.

Although Supervising Providers are responsible for creating a Delegate's account, they cannot edit the information after a record has been created. If a Supervising Provider makes a typographical error when creating a Delegate's account, they must ask the Delegate to correct the error.

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HOW TO SEARCH PATIENT HISTORY

Step One: Identify the Supervising Provider.

A Delegate is required to identify the Supervising Provider who authorized each MPDR search using the dropdown lists provided.

1. The first dropdown box allows the Delegate to select an MPDR Facility or Department when Supervisory Relationships have been created by an MPDR Facility Manager or MPDR Department Manager.

    Leave this dropdown box blank when identifying relationships that were created by an individual Supervising Provider.

2. The second dropdown box allows the Delegate to identify the specific Supervising Provider who authorized the search.

If, after selecting the correct value for the first dropdown box, a Supervising Provider's name does not appear in the second drop-down box, then a Delegate is not authorized to conduct a search on behalf of that provider.

If the Supervising Provider's name is not on the list, ask the Supervising Provider or the appropriate MPDR Facility Manager or MPDR Department Manager to re-activate an expired relationship or establish a new relationship. Do NOT conduct the search until an active online relationship has been established.

Please note that incorrect identification of a Supervising Provider may be considered inappropriate use of the MPDR. Inappropriate use of the MPDR may result in loss of all MPDR privileges and/or civil penalties, pursuant to 37-7-1513, MCA.

To search for prescription information, enter the following search criteria.

NOTE: You will be logged out of the MPDR after 15 minutes of inactivity.

SEARCH TIPS: If you can't find your patient, try entering fewer search parameters. For example, try entering initial or the last name and birth date or simply last name. Note that your patient may appear under mult Doe, Johnny Doe and John Q Doe. You will need to review all entries for your patient in order to see their full Do I above for more tips on using this registry.

Identify the Supervisor who authorized this search:

Supervisor's MPDR Facility/Department: [_____ ▼]

Authorizing Supervisor's Name [test test ▼]

Patient Search

Patient's Last Name [_____]

Patient's First Name [_____]

Date of Birth [_____]

Gender [Select ▼]

City [_____]

Select the timeframe for which you would like to view this patient's information: [Last Six Months ▼]

[Previous] [Search]

The following patients match the search criteria entered:

Show entries per page: [100 ▼]

Patient Name	Date of Birth	City	Action
John Doe	9/1/1911	Helena	View Prescription Details / View All Prescriptions
John Doe	4/22/1911	Helena	View Prescription Details / View All Prescriptions
John Doe	1/1/1980	X	View Prescription Details / View All Prescriptions
John Doe	1/1/1930	Anytown	View Prescription Details / View All Prescriptions

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Step Two: Enter Search Parameters.

After the authorizing Supervisor has been identified, enter search parameters to identify the patient.

To obtain the best search results, enter only the first letter of the patient's last name, the patient's date of birth, and select the desired date range. The system will display a list of possible matches, as shown below.

Step Three: Identify the Patient and View Prescription History.

Using the list of possible matches shown above, click an entry in the Action column next to the name of a patient to view their prescription history.

Due to name variations as reported by pharmacies (i.e., John Doe, Johnny Doe, etc.), the Delegate may need to review multiple selections on the list of possible matches in order to obtain a complete picture of a patient's prescriptions.

WORKFLOW SUGGESTION:
Workflow may be streamlined by running a series of MPDR searches in the morning for all of that day's patients. If authorized by the Supervising Provider, the Delegate may add a digital or printed copy of MPDR history to the patients' medical records for later review by the Supervising Provider.

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TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS, PART 1 OF 2

What is a Supervising Provider and why do I need one?

A Supervising Provider is a prescriber or pharmacist who is a Registered User of the MPDR and who has authorized you to search the MPDR for information about their patient's prescription history. The Supervising Provider must create an online MPDR Relationship with you before you can log in and access their patient's prescription history.

Note that pharmacists can only identify a licensed Pharmacy Intern or Pharmacy Technician as their authorized agent (Delegate). A prescriber may identify any staff member as a Delegate.

What is my Delegate ID?

The Delegate ID is a unique identifier assigned to each Delegate when a Supervising Provider creates a new Delegate Account. Every time the Supervising Provider or an MPDR Manager enters a transaction that affects your relationships, the MPDR service will send you an email about that activity, and each of these emails will include your Delegate ID. See Page 1 of this document for a complete list of emails you will receive.

Check your email history to locate the Delegate ID assigned to your account. If you cannot locate the email notification, ask your Supervising Provider to check his or her email history for a copy of the notification email.

I can't find my Supervising Provider on the Search Patient History Screen.

Take the following steps to resolve this issue:

1. Select an MPDR Facility or MPDR Department from the first dropdown box. Leave this field blank to view relationships that were created by individual Supervising Providers.

2. Use the second dropdown box to view the names of all Supervising Providers associated with the option identified in the first dropdown box. Note that this list only identifies Supervisors with whom you currently have an active relationship.

3. Repeat #1 and #2 above for each of the MPDR Facilities or MPDR Departments listed in the first dropdown box.

4. Did this Supervising Provider create a new Delegate ID for their online relationship with you? If so, you must either log in with a different ePass Montana user name and password, or the Supervising Provider in question must modify their relationship with you, as detailed below under, "I already have one Delegate ID, but a new Supervising Provider created a second Delegate ID…"

5. If you still cannot find the correct combination of location and Supervising Provider, you must contact that Supervisor and request that they log in to the MPDR and either reactivate an expired relationship or create a new active relationship with you.

6. Do NOT identify an incorrect MPDR Facility/Department or an incorrect Supervising Provider in order to "just get the work done." This is considered inappropriate use of the MPDR and may lead to loss of all MPDR privileges and/or lead to civil penalties, pursuant to 37-7-1513, MCA.

I already have one Delegate ID, but a new Supervising Provider created a second Delegate ID. How can I conduct searches using this second ID?

There are two possible solutions to this issue:

1. Create a new ePass Montana account (a new user name and password) for use with the new Delegate ID. When you log in with this account, you will only be able to select the Supervising Provider who established the new Delegate ID.

   If you still need to identify Supervising Providers who created online relationships using your original Delegate ID, you must log in using your old ePass credentials that are linked to the original Delegate ID. This means you will have to remember two sets of user name/password credentials when accessing the MPDR.

2. Ask the Supervising Provider who created the second Delegate ID to close this online relationship and create a new one using your original Delegate ID.

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TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS, PART 2 OF 2

Why did the relationship with my Supervising Provider expire?

All new relationships are automatically assigned a default expiration date of 6 months after the date of activation. Delegates, Supervisors and MPDR Managers will receive two reminder emails in advance of the assigned end date. These emails advise that the status of the relationship should be reviewed and either extended or terminated, based upon the Delegate's current employment status and job duties. Supervising Providers and MPDR Managers can modify the expiration date to extend the relationship, but the date cannot be removed.

Why can't I find my patient in the MPDR?

The following search options may help you locate a patient:

1. Simplify your search parameters:

    a. Enter Last Name = first letter of patient's last name.

    b. Enter the date of birth.

    c. Select the desired date range.

    d. Leave the remaining search parameters blank.

2. Search for a longer date range using the parameters given above.

If you still cannot locate your patient, it is possible that the dispensing pharmacy has not yet reported those prescriptions to the MPDR, or that the reporting pharmacy mis-identified the patient. The MPDR service displays information exactly as it was reported by the dispensing pharmacy, and any corrections to the MDPR's data must be submitted by the pharmacy.